

Welcome to Kimbrough Ambulatory Care Center

Our Vision: Leader in Readiness, Choice in Quality Healthcare, Unparalleled Customer Service, Excellence Through Teamwork

OUR COMMITMENT....

...To You

We are committed to providing quality healthcare for all of our patients. Please take a moment to learn more about what we do and how well we are doing it. We welcome your ideas and look forward to working together to improve health and fitness in our community.

... To Timeliness

For emergency care, use your closest local emergency room to receive emergency care and access to a full range of services, including hospitalization, should you need it

For urgent care, you should be seen within 24 hours of your call

For routine care, your appointment should be within 7 days

For wellness visits, you should be seen within 28 days

... To Wellness

We want you to stay healthy or to get healthier than you are now! We offer several patient education classes. Ask your health care provider for schedules and information, stop by Community Health Nursing, or see our website at www.narmc.amedd.army.mil/kacc

...To Service

Call 301-677-8606 or visit our TRICARE On Line web site (www.tricareonline.com) and Kimbrough web site (<http://www.narmc.amedd.army.mil/kacc/>) to make appointments, get messages about our services, hours, weather plans, or TRICARE information. If you have any problems with access/services stop by the customer service center or contact our Patient Representative at 310-677-8836.

... To Excellence

Our facility is proud to be fully accredited by the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO). This national organization conducts hospital surveys every 3 years to rate how well they provide health care.

Measures of Excellence	Our Score	Comparative Benchmark
Ambulatory Care JCAHO Accreditation Behavioral Health JCAHO Accreditation	Accredited 2004-2007	Civilian = Accredited
Percentage of Board-Certified Staff Physicians:	100%	82%
DoD Satisfaction Surveys	90.7%	Civilian = 87.2% AMEDD = 88.6%
ICE (Interactive Customer Service) comment cards	89% Satisfactory Rating	Fort Meade average = 82%